



BOARD POLICY: LOW INCOME RATE ASSISTANCE PROGRAM

BOARD POLICY NUMBER: 49

Original Date: 03/03/2020

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North Marin Water District offers a water bill discount to assist customers who are deemed to be in financial need. This discount is available to water customers in the Novato and West Marin Service Territories. This policy is effective on July 1, 2020.

CUSTOMER AVAILABILITY:

The program is available to low income single-family residential customers who are already enrolled in the Pacific Gas & Electric (PG&E) California Alternate Rates for Energy (CARE) Program for their energy bill. Customers with a master meter or who do not otherwise have an account with the District are excluded.

The person applying for the program must be the NMWD customer of record. Family members, neighbors, or landlords cannot act on behalf of another customer.

DISCOUNT OFFERED:

A \$30 discount per bi-monthly water bill.

ENROLLMENT PROCESS:

Qualified customers will fill out an application and provide a copy of their current PG&E bill which shows enrollment in the PG&E CARE Program. The application can be submitted via email, mail, or in person. The application must be approved by the Consumer Services (CS) Supervisor or Auditor/Controller. Once approved the CS Department will add the discount code to the customer's account through the billing system.

ELIGIBILITY CONFIRMATION:

A customer's eligibility will be reconfirmed every other fiscal year at the beginning of the fiscal year, July 1. A customer would be required to notify the Water District if their income level changes and they no longer qualify for the PG&E CARE program.

Once enrolled a customer's discount will transfer automatically if they move to a new single-family residence served by the District within the Novato or West Marin Service Territories.